

# 2011 Military Health System Conference

## TRICARE Overseas Contract

Operational Aspects of the New Contract & Transition “Lessons Learned”

*The Quadruple Aim: Working Together, Achieving Success*

Danita Hunter, Mike Talisnik, and Debra Hatzel

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TRICARE Overseas Program Branch, TMA

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# Overview



- Contract Requirements
- Contract Challenges
- Transition
- Contract Start-up
- Lessons Learned

# Contract Requirements



- Networks in Military Treatment Facility (MTF) locations and designated remote areas
- Referral management
- Medical management
- Enrollment
- Beneficiary/provider services
- Claims processing
- Data access and security
- Quality management/quality improvement

# Contract Challenges



- 10-month transition timeline
- Data quality/systems integration issues
- Memorandums of Understanding (MOUs)
- Barriers to network development
- Host nation provider perceptions and concerns
- DoD Information Assurance Certification and Accreditation Process (DIACAP)
- Enrollment transfers from legacy contracts

# Contract Challenges (continued)



- Authorization requirements for care in Continental United States (CONUS)
- Beneficiary and provider education
- External claims review/audit contract
- Beneficiary and provider surveys
- Timely filing requirements
- Ongoing policy changes (e.g., TRICARE Retired Reserve (TRR) program)
- Supplemental Health Care Program (SHCP)

# Transition



- Contract deliverables (reports/plans)
- DIACAP certification/systems integration
- Network development issues
  - Indemnification clause
  - Standardization of claims forms
  - Legacy payment processes
- Enrollment issues
  - Enrollment backlog
  - Erroneous/missing enrollment letters

# Contract Start-Up



- Health care delivery began on time
- Referral and Authorization Management
- Call Center services/telephone support
- Interim authorization processes
- Beneficiary and provider education/outreach
- Access to contractor data
- Network penetration rates
- Claims processing statistics



# Lessons Learned



- Initiate DIACAP discussions immediately following contract award
- Establish realistic base period (12 months)
- Develop MOU template early (pre-award)
- Standardize procedures whenever possible
- Use Integrated Product Teams (IPTs) for complex modifications and processes
- Data quality and access is critical to success
- **COMMUNICATION!!!**

# Looking Ahead



- Contract surveillance/audits
- Phase-out of interim authorization process
- Refine and finalize processes for Durable Medical Equipment (DME) and CONUS care
- Maintain and increase provider network
- SHCP working group/contract modification
- TRICARE Young Adult benefit
- MOU annual updates

# Summary



*Coming together is a beginning.  
Keeping together is progress.  
Working together is success.*  
~Henry Ford

*Teamwork doesn't tolerate the inconvenience  
of distance.*  
~Author Unknown



***Questions?***

***Thank you for attending!***